

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : Lundy LEWIS  
SERIAL NUMBER : 09/577,224  
FILING DATE : May 23, 2000  
FOR : METHOD AND APPARATUS FOR REACTIVE AND DELIBERATIVE SERVICE LEVEL MANAGEMENT (SLM)

CONFIRMATION No.: 4214  
EXAMINER: David E. England  
ART UNIT: 2443

RESPONSE TO NON-FINAL OFFICE ACTION

Mail Stop Amendment

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Non-Final Office Action mailed June 3, 2009, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 12 of this paper.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a), and any fees required therefore (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 033975 (Ref. No. 019287-0317296).